



IFAP/SCHOOLS PORTAL DIAGNOSTICS LIST

DEPARTMENT OF
EDUCATION – FINANCIAL
STUDENT AID – IFAP AND
SCHOOLS PORTAL

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Purpose

The purpose of this Diagnostics tool is to assist the VDC with determining who to forward technical support calls to for the SFA IFAP and Schools Portal application. This document will be updated over time to incorporate more examples and frequently asked technical support questions and the appropriate contact information.

Symptoms and Resolution

The numbered items represent anticipated questions or problems. The lettered items below each numbered item represent the appropriate organization the VDC should route the call to (or contact for technical support).

- 1) **Internet Explorer or Netscape Navigator cannot open the specified URL.**
 - a) SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
 - b) SFA IFAP/Schools Portal Application Maintenance Help desk needs to assess if this is isolated or happening to all users.
 - i) Isolated -- SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
 - ii) All (or many) Users -- SFA IFAP/Schools Portal Applications Maintenance Team, DBA
- 2) **VPN Password/Userid Problems. (Development)**
 - a) VDC Network Team pager
- 3) **Oracle Applications responsibility or function no longer available (or new one exists since last logon.)**
 - a) SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
- 4) **My search failed, what happened?**
 - a) If the report completed with an error message:
 - i) SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
 - b) If the report completed normally, but ...
 - i) Refer to Numbers 5 or 6 below.
- 5) **My search ran successfully, but.... (returned no data, data I did not expect, etc.)**
 - a) SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
- 6) **I cannot view my results**
 - a) SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
- 7) **My search is taking too long to run.**
 - a) SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
 - b) SFA IFAP/Schools Portal Helpdesk Analyst needs to assess if this is isolated or happening to all users
 - i) Isolated -- SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
 - ii) All (or many) Users -- SFA IFAP/Schools Portal Application Maintenance Team, DBA
- 8) **The Portal is very slow.**
 - a) SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
 - b) SFA IFAP/Schools Portal Helpdesk Analyst needs to assess if this is isolated or happening to all users
 - i) Isolated -- SFA IFAP/Schools Portal Application Maintenance Team, Helpdesk Analyst
 - ii) All (or many) Users -- SFA IFAP/Schools Portal Application Maintenance Team, DBA
- 9) **Workstation issues when Applications are in use (i.e.: workstation freezes up, warning to close applications because virtual memory is low, etc.)**
 - a) SFA IFAP/Schools Portal Applications Maintenance Team, Helpdesk Analyst